

Job title: Manager Community Safety	
Classification: Senior Officer	Effective Date: February 2024
Reports to: Director City Development	Tenure: Temporary

About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Goal Statement

To contribute to the growth and development of the organisation's capacity through the effective management of Council's Community Safety Department, comprising the Community Laws, Parking Services and Business Continuity and Emergency Management functions.

Key Responsibilities

Position Specific Responsibilities

General

- Provide advice and support to the Executive, senior managers and staff across the organisation for areas of responsibility.
- Provide expert advice to the Council and external parties on all compliance issues, as they relate to the Municipality.
- Monitor and report on financial aspects of the department Budget ensuring compliance with organisation requirements and associated reporting.
- Develop strong and effective partnerships with internal and external stakeholders
- Report on the Departmental performance

Community Laws, Parking and Animal Management

- Oversee the development and implementation of policies, service levels, standards and systems in regard to all community laws issues across the organisation.
- Oversee the delivery a range of quality regulatory compliance and advisory services across the organisation, encompassing:
 - Parking Control
 - Local Laws
 - Animal control
 - Nuisance/noise complaints
 - School crossing supervision
 - Fire prevention

Business Continuity (BC)

- Ensure the effective delivery of the organisation's Business Continuity Program.
- Develop, implement and test strategies, policies and procedures for the identification, analysis and management of BC related information.
- Develop and maintain a Business Continuity Plan and sub plans;
- Chair Council's Business Continuity Steering Committee
- Evaluate and review the effectiveness of responses to business interruptions and recommend service improvements

Emergency Management

- Undertake the role Municipal Emergency Resource Officer (MERO).
- Provide expert advice to Council, Municipal Recovery Manager and other emergency management officers in the development of Emergency Management policy, planning and procedures
- Develop, review, modify and improve procedures for municipal emergency preparedness, planning, response and recovery;
- Liaise, develop, plan and implement strategies with stakeholders and other agencies;
- Develop and implement community awareness, capacity and resilience strategies as they relate to emergency events;
- Evaluate and review the effectiveness of responses to emergency situations and recommend service improvements

Corporate Responsibilities

- Ensure adherence to all Corporate Policies, Procedures and the Organisational Goals and Values Principles in the current Whitehorse City Council Collective Agreement by all staff under supervision.
- Ensure the organisation is aware of and compliant with relevant statutes and legislation.
- Identify and develop changes to policy and procedure in areas of responsibility.
- Ensure that risk management principles are adopted in all decision-making processes within the team.
- Undertake identification, reporting and resolution of risk management activities (including that staff are appropriately trained) and ensure that all relevant operating procedures provide for a safe working environment.
- Apply sound financial management techniques to team budget processes.
- Provide equitable and sound supervision of staff, (including ensuring appropriate training, development and motivation) to ensure that team KRA's are met and contribute to the strategic objectives of the team.
- Ensure appropriate care and use of assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

Authority

Budget: Revenue of \$13 million Expenditure of \$9 million

Staff responsibility: 125 (44 EFT)

Decision Making:

- The position is accountable to the Director City Development for the efficient and effective delivery of team services within predetermined cost, quality and time constraints.
- The incumbent has authority and freedom to act within established operational and budgetary guidelines and the provision of various Acts, regulations, codes, technical controls, standards and City policies

Key Relationships

- The incumbent liaises with management and staff at all levels up to and including Directors and the Chief Executive Officer and provides advice on all emergency management, business continuity and community law issues within the incumbent's sphere of expertise.
- The position is required to negotiate and maintain a professional relationship with Government departments and agencies, other Municipalities, service providers, staff associations, suppliers, courts, police, sheriff's office, schools, community groups and customers.

Skills and Attributes

Qualifications/Certificates/Licences and Experience

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Substantial experience in regulatory compliance with an emphasis on the application of local laws, emergency management and Business Continuity in a Local Government context.
- Demonstrated successful management experience in a customer service related role with an emphasis on regulatory compliance.
- Sound understanding of the principles of benchmarking in a regulatory compliance context.
- Knowledge of quality management techniques and processes and the ability to implement an appropriate quality management program in the workplace.
- Extensive knowledge of local laws, relevant legislation, codes and standards.
- Ability to manage a variety of complex tasks concurrently with minimal supervision.
- Experience in organisation-wide policy implementation and the ability to contribute to policy development.
- Experience in budgetary formulation and control.
- Evidence of commercial/business acumen and a commitment to quality and customer service.
- Project management experience.

Technology

- Proficiency in the application of computer based:
- Budget tools and programs
- Customer Request Systems
- Microsoft Office suite of applications.

Interpersonal

- Effective verbal and written communications skills
- Strong communication, conflict resolution and negotiation skills and the ability to influence and convince others.
- Sound presentation skills and the ability to represent the organisation in a public forum.
- Evidence of leadership and motivational abilities in a complex, competitive environment.
- Support for the achievement of team objectives before individual goals.

Leadership/management:

- Proven leadership and motivational abilities in a complex, competitive environment.
- Demonstrated commitment to the development and empowerment of staff.
- Proven ability to supervise a variety of complex tasks concurrently with minimal supervision.
- Demonstrated knowledge of and commitment to the principles of Equal Opportunity.
- Skilled in time management, setting priorities, and the motivation and development of employees within the Department.
- Proven knowledge and understanding of the requirements for best value.

Key Selection Criteria

- Substantial experience in regulatory compliance with an emphasis on the application of local laws, emergency management and Business Continuity in a Local Government context.
- Demonstrated successful management experience in a customer service related role with an emphasis on regulatory compliance.
- Strong communication, conflict resolution and negotiation skills and the ability to influence and convince others.
- Proven leadership and motivational abilities in a complex, competitive environment.
- Experience in organisation-wide policy implementation and the ability to contribute to policy development.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.			
Hand/Arm Movement Tasks involve use of hand/arms			
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.			
Standing Tasks involve standing in an upright position			
Reaching Tasks involve reaching above head, and above and equal to shoulder height			
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects			
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another			

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body			
Keyboard Duties Tasks involve sitting at workstation and using computer.			
Satisfactory Vision Standard of vision required equal to that required for driver's licence			

Any other relevant comments: